

U.S. CUSTOMS AND BORDER PROTECTION

The New Frontline

*Commissioner's Annual
Awards Ceremony*

2003



Homeland
Security

Commissioner's 2003 Annual Awards Ceremony
January 16, 2004
Ronald Reagan Building Amphitheater

Musical Selections	"President's Own" Marine Brass Quintet
Presentation of the Colors	U.S. Customs and Border Protection Honor Guard
The National Anthem	"President's Own" Marine Brass Quintet
Video Presentation	"The New Frontline"
Opening Remarks	Robert C. Bonner, Commissioner U.S. Customs and Border Protection Admiral James M. Loy, Deputy Secretary U.S. Department of Homeland Security
Presentation of Awards	Robert C. Bonner, Commissioner U.S. Customs and Border Protection
Closing Remarks	Robert C. Bonner, Commissioner U.S. Customs and Border Protection
Video Presentation	"The New Frontline"

America's New Frontline



Robert C. Bonner

On March 1, 2003, we began our proud tradition as U.S. Customs and Border Protection, or CBP. Prior to that we belonged to four different organizations, in three different departments of government, with different missions, cultures, and uniforms. We know too well the terrible events that have brought 40,000 of us together, and why we now stand as the New Frontline against terrorism.

For the first time in our country's history, all agencies of the United States Government with significant border responsibilities are unified into one agency of our Government; one agency to manage, control, and secure our borders.

Now, as one agency, in one department, we are making America safer. We are better equipped to protect America, collectively using our law enforcement authorities and expertise to guard against terrorism and to enforce our Nation's laws at its borders, at all of its ports of entry and official crossing points, as well as between our ports of entry.

The priority mission of U.S. Customs and Border Protection is homeland security. And for the border agency of our country, that means our priority mission is preventing terrorists and terrorist weapons from entering our country.

Although our priority mission is antiterrorism, U.S. Customs and Border Protection carries out the traditional missions of its predecessor agencies, including: determining admissibility of people and goods; interdicting illegal drugs and contraband that are being smuggled across our borders; detecting document and trade fraud; and apprehending those attempting to illegally enter the United States.

The U.S. Customs and Border Protection employees we honor today are the very best examples of our agency's dedication to serving the American

public with pride, as true professionals. Most importantly they embody our unwavering commitment to protecting America. I congratulate each and every one of them and I salute all of our employees who are working so hard to protect our country.

Robert C. Bonner, Commissioner

U.S. Customs and Border Protection

Accomplishments for 2003

■ **Preventing Terrorism**

- Entered 1,300 terrorist lookouts into TECS
- Implemented anti-terrorism response teams at ports of entry
- Referred and refined centralized targeting through the National Targeting Center and improved Automated Targeting System
- Expanded and enhanced a number of significant anti-terrorism initiatives, including the Container Security Initiative (CSI), Customs-Trade Partnership Against Terrorism (C-TPAT), Integrated Border Enforcement Teams, NEXUS, Free and Secure Trade (FAST), and NEXUS Air
- Trained and deployed chemical explosive detector dogs
- Implemented the 24-hour rule and promulgated final regulations requiring advance manifest information for cargo arriving via all modes in the United States
- Coordinated with the Food and Drug Administration and other elements of the executive branch on final regulations implementing the Bioterrorism Preparedness Response Act of 2002 to require advance information for imported food shipments
- Coordinated within the Department of Homeland Security and the executive branch the modification of specific air travel programs in response to credible threats that terrorists may seek to exploit weaknesses in those programs; suspended the Transit Without Visa Program
- Developed and implemented the radiological detection strategy
- Created the Office of Intelligence
- Expanded intelligence sharing with foreign counterparts and with other agencies within the Federal Government, such as the Department of Homeland Security's Information Analysis and Infrastructure Protection, the Central Intelligence Agencies' Counter Terrorism Center, the Federal Bureau of Investigation's Special Intelligence Operations Center, the new Terrorist Screening Center and the Terrorist Threat Integration Center
- Established partnership with Customs Canada and Revenue Agency to develop joint training to combat the terrorist threat

U.S. Customs and Border Protection

Accomplishments for 2003

■ **Balancing Legitimate Trade and Travel with Security**

- Implemented the CBP Trade Strategy, designed to sharpen the focus on trade risk while facilitating legitimate trade and protecting the American public and economy
- Expanded membership in C-TPAT and began validations of C-TPAT members' security programs to verify that supply chain security standards are in place which allow for expedited processing at the border
- Worked with the trade to reduce interruptions as CBP continued to enhance enforcement of the 24-Hour Rule, which requires the submission of cargo information for incoming vessels 24 hours prior to lading at foreign ports
- Expanded FAST lanes along the northern border and implemented FAST at the first southern border port of entry
- Expanded NEXUS and SENTRI lanes along the northern and southern borders to facilitate the passage of frequent low-risk cross-border travelers who have submitted to background examinations and pre-screening by CBP Officers
- Improved targeting capabilities through the Automated Targeting System to focus CBP inspection efforts on high-risk cargo and facilitate the flow of low-risk shipments
- Increased the number of bilateral CBP agreements and deployed CBP inspectors to additional ports under the Container Security Initiative, bringing the number of operational CSI ports to 17 in 13 foreign nations
- Assisted the U. S. Trade Representative in the legislative implementation of the Singapore and Chile Free Trade Agreements
- Published interim regulations on the Caribbean Basin Trade Partnership Act (CBTPA) and the African Growth and Opportunity Act (AGOA) to reflect changes made by the Trade Act of 2002
- Implemented the Importer Self-Assessment (ISA) program, partnering with the trade community to maintain high levels of trade compliance. To date, the ISA program has applications from 79 major corporations with an import value of over \$143 billion

U.S. Customs and Border Protection

Accomplishments for 2003

- Improved targeting efficiency for Textile Production Verification Team (TPVT) reviews, targeting 350 foreign textile factories for with 77 percent of the verifications finding evidence of textile transshipment
- Verified high-risk steel imports subject to Steel 201 Presidential Proclamation, resulting in over \$2.5 million in additional revenue recoveries and \$9 million in assessed penalties
- Improved Intellectual Property Rights targeting efficiency and effectiveness by eliminating low risk exams and focusing on higher risk issues, resulting in a 40 percent decline in examinations but a 48 percent increase in IPR seizures

■ One Face at the Border

- Successfully integrated four different organizations from three different departments of government into U.S. Customs and Border Protection with no interruption in operations
- Named a single port director for each of the more than 300 U.S. Ports of Entry
- Established a short, clear chain of command from the field to headquarters that encompassed the customs, immigration, and agriculture responsibilities of the new agency
- Integrated the Border Patrol into the headquarters structure with a clear reporting line to the Commissioner
- Created the new CBP Officer, with the first officer class graduating from the CBP Academy on January 9, 2004
- Successfully negotiated two Memoranda of Understanding with legacy INS Counsel to ensure a continued and orderly transition of legal support to CBP and U.S. Immigration and Customs Enforcement
- Developed a shared services plan for the tri-bureaus of U.S. Customs and Border Protection, Citizenship and Immigration Service, and U.S. Immigration and Customs Enforcement to provide mission support services for over 70,000 employees
- Ensured implementation of operational changes through collaboration/negotiation with respective unions to include unified primary, unified

U.S. Customs and Border Protection

Accomplishments for 2003

cargo, uniforms, CD training, and tactical communications using cell phones and pagers

- Prepared a report for the consolidation of kennel facility construction requirements to ensure uniformity and reflect the “one agency” concept

■ Strengthening Our Control of the U.S. Borders

- Expanded the use of radiation detection technology such as radiation pagers, portal detection systems, and isotope identifiers, and non-intrusive inspection technology such as gamma ray and x-ray systems
- Assigned more than 375 Border Patrol agents to various locations along the northern border bringing the total number of agents to 1,000 along the U.S. border with Canada.
- Highlighted the capabilities of the Office of Border Patrol Geographic Information System (GIS) to track illegal migration patterns and project illegal activity at the borders
- Established the first Border Patrol foreign post in Canada
- Installed radiation detection equipment at all international mail facilities and implemented outbound mail inspections
- Deployed 32 new remote video surveillance systems along the southern land border
- Successfully obtained appellate review of lower court decisions that placed unwarranted limitations on CBP’s law enforcement authorities

■ Protecting America and Its Citizens

- Executed “Operation Liberty Shield” in response to potential acts of violence against the United States, stemming from the military action against Iraq
- Integrated CBP and FBI fingerprint databases
- Seized more than 2.2 million pounds of illegal narcotics at the borders
- Apprehended more than 930,000 illegal aliens between the ports of entry
- Apprehended 17,618 criminal aliens who either illegally entered or attempted entry into the United States

U.S. Customs and Border Protection

Accomplishments for 2003

- Prevented billions of dollars in damage by preventing the entry of 47,844 reportable agricultural pests
- Seized \$90 million in products that violated intellectual property rights
- Provided legal training to task force members of the International Border Enforcement Team program, including the Royal Canadian Mounted Police, Canadian Customs and Revenue, provincial police, the Drug Enforcement Administration, the Bureau of Alcohol, Tobacco and Firearms, and state and local police departments
- Worked with the Department of Health and Human Services, the Centers for Disease Control, and DHS components to create a unified Memorandum of Understanding for the response of federal border agencies to national health crises

■ Managing Resources and Human Capital

- Streamlined the performance appraisal process for CBP non-bargaining unit employees. Promoted diversity through national recruitment strategies and 650 targeted recruitment events
- Held the 2003 Valor Memorial Ceremony recognizing 190 employees who were killed in the line of duty
- Hired over 2,500 frontline officers and established a “pipeline” of 1,800 cleared candidates available for FY 04 hiring
- Implemented a risk management safety strategy, emphasizing the ports with the greatest numbers of safety incidences, and initiated monthly safety briefings with Field Operations Managers
- Conducted a comprehensive safety analysis of FDA’s food inspection process to assist in developing policy and training programs needed to commission CBP inspectors as FDA inspectors

■ Information, Science and Technology

- Instituted a quarterly audit Legal Case Inventory System (LCIS) to ensure the accuracy of the LCIS records covering the issuance of timely rulings
- Installed CBP-TV in 332 locations to deliver video-based training to frontline employees

U.S. Customs and Border Protection

Accomplishments for 2003

- Began development of a technology road map to establish technology objectives and a technology acquisition plan for the Border Patrol as part of CBP's Modernization effort
- Continued to provide support to implementing the next phase of Automated Targeting System-Narcotics (ATS-N), which will involve capturing 80 percent of the world global container movement information
- Initiated a replacement for the outdated Customs Electronic Bulletin Board (CEBB) based system for performing record searches for Intellectual Property Rights recordings
- Fully implemented an automated nationwide Case Management System for tracking and managing attorney work
- Initiated a program allowing for the electronic submission of certain requests for binding classification rulings by the Office of Regulations and Rulings National Commodity Specialist Division
- Reengineered the Advance Passenger Information System to accept data in a standard format approved by the World Customs Organization

■ Training and Development

- Rapidly aligned to meet the agency goal of "one face at the border" by developing new CBP Officer training and cross-training for incumbent inspectors and supervisors
- Designed and delivered EEO training to approximately 5,000 supervisors and employees
- Produced and distributed the FY03 National Training Plan, which provided a 50 percent increase in anti-terrorism training courses
- Developed and delivered more than 50 new courses in direct support of the agency's mission to protect the nation's borders
- Set records for overall training, recording 270,912 instances in FY03 — a 20 percent increase over FY02
- Expanded the training capabilities of the Canine Enforcement Program by over 68 percent in the number of officers trained from the previous year

U.S. Customs and Border Protection

Accomplishments for 2003

- Developed a 2-week explosives training course for explosive canine offices and first-line supervisors
- Delivered counter-terrorism airport primary training to 5,917 CBP inspectors and supervisors
- Trained 1,150 CBP inspectors as counter-terrorism responders in the secondary area
- More than doubled the number of training instances delivered in the field through distance learning and onsite training
- Began construction of an advanced firearm's training facility at Harper's Ferry, West Virginia.
- Developed a new three-phase Intelligence Training Program in consultation with the Office of Training and Development and the U.S. Immigration and Customs Enforcement

■ **Management Effectiveness**

- The Border Safety Initiative Tracking System (BSITS), which tracks reports of migrant deaths and Border Patrol rescues along the southwest border and aids in the strategic deployment of resources to prevent migrant deaths along the border, was the first federal tracking system to receive accreditation from Computer Security Testing
- Implemented the Border Patrol Enforcement Tracking System (BPETS) to provide Border Patrol managers and intelligence officers with real-time tracking of operations
- Developed the anti-terrorism management accountability report to evaluate performance and progress in programs critical to the anti-terrorism mission

Exceptional Service Award



L. David Fluty
Senior Science Officer
Office of Information and Technology
Washington, D.C.

In recognition of his exceptional scientific operational expertise in the development and management of three major scientific/forensic programs critical to Customs and Border Protection (CBP) during the past year Mr. Fluty was pivotal in both the creation and oversight of the Weapons of Mass Destruction (WMD)/Radiation Hotline, placing CBP at the cutting edge of the Federal Government with regard to giving frontline officers and special agents 24/7 access to WMD Crime Scene Scientists to assist with possible smuggling scenarios. As the manager of Operation Guardian, his blending of Laboratories and Scientific Services personnel with CBP inspectors at the ports has given CBP a high degree of technical and scientific capability at the border. Mr. Fluty also developed and managed Operation Safeguard, a strategic series of deployments of mobile laboratory operations that are aimed at the interdiction of imported counterfeit pharmaceuticals.

Exceptional Service Award



Left to right: **M. Bennett Courey, Christopher Chen, Charles R. Steuart,**
and **W. Alexander Daman**
Office of Chief Counsel
Washington, D.C.

In recognition of the outstanding commitment and dedication of these attorneys who ensured that CBP legal authorities were fully protected during the transition to DHS. To accomplish this critical objective, they reviewed all Treasury and Customs statutes, delegation orders, and Memorandums of Understanding and made the necessary changes for the new CBP to maintain all the legal authorities and powers previously held by Customs. They were also responsible for advising Customs senior management of their authorities, options, and responsibilities under the Homeland Security Act as the Customs Service transitioned to DHS.

Unsung Hero Award



Mary Brown
Senior Technician
Office of Field Operations
Los Angeles/Long Beach Seaport, California



Linda Siangco
Senior Technician
Office of Field Operations
Los Angeles/Long Beach Seaport, California

In recognition of their diligence, perseverance, and dedication in meeting the revenue mission of CBP. Challenged with the volume of entries filed at one of the largest seaports and the significant number of staffing vacancies, Ms. Brown and Ms. Siangco performed the work of several people, successfully managing and processing over \$1 million in cash and checks within 24 hours of receipt, while continuing their other duties. To date, their untiring contributions have decreased the amount of late deposits from \$10.5 million to \$680 thousand per month—a 96 percent improvement rate. The Los Angeles/Long Beach Seaport is ranked number one with the lowest late deposits and collection rates in the country.

Unsung Hero Award



Paul I. Houston

Human Resources Assistant

Office of Human Resources Management

Washington, D.C.

In recognition of his outstanding support in completing two major projects in the National Records Center—responding to a call of several thousand records for a law suit and transitioning the center to a new system. The Center maintains more than 20,000 official personnel files for employees. Through Mr. Houston's efforts, files were quickly pulled together, copies of pertinent records were made, and a tracking system was developed to ensure that the files could easily be recalled if needed. Mr. Houston took the initiative to organize training for the staff and worked with contractors to install the new system, resulting in a quick transition with minimal disruption.

EEO / Diversity Award



Kassandra S. Haley-Fields
Paralegal Specialist
Office of Field Operations
Dallas, Texas

In recognition of her outstanding contributions as the Black Employment Program Manager for the Port of Dallas, resulting in increased workforce diversity in all positions and grades within the Port. Ms. Haley-Fields has gone beyond the requirements by not only assisting in targeted recruitment efforts at the Port but also by advocating to management the importance of a work environment that is free of discrimination and embraces diversity. Her leadership in the area of special emphasis and her countless contributions to the Equal Employment Opportunity program have gained the respect of her co-workers. Ms. Haley-Fields sets an example of excellence, initiative, and commitment for others to follow.

Special Recognition Award



Jennifer B. White

Clerk

Office of Finance

Washington, D.C.

In recognition of her commitment to CBP and the Office of Finance (CFO). Although Ms. White has Neurofibromatosis and is legally blind, she supports the mission of CFO by providing administrative services including visitor escort, office mail, documentation photocopying and shredding, and office receptionist. She is a self-starting, motivated, enthusiastic member of the CFO team. Ms. White remains customer-focused, keeping customers abreast of the status of projects, going out of her way to ensure customer satisfaction, and returning to volunteer for follow-on assignments. Above all else, she maintains a highly positive attitude that contributes in a major way to positive office morale and team spirit—always taking special pride in a job well done.

CBP Ambassador Award

Trade and Facilitation



Back row, left to right: **Glen E. Vereb, Eula D. Walden, Juan C. Cancio-Bello, John J. Considine, Larry L. Burton, Pete R. Flores, and Brian C. Goebel**

Front row, left to right: **Fernando Peña, Julie C. Hannan, Kimberly A. Nott, Erika G. Unangst, Harold M. Singer, Daniel John Norman, and Russell Berger,**

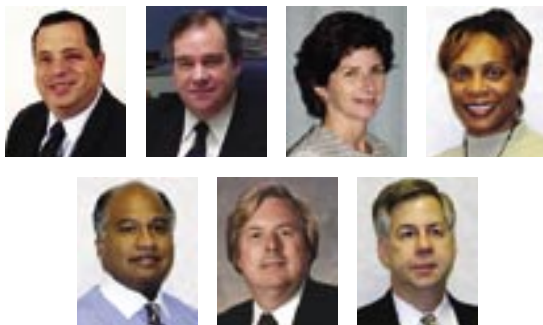
Inset top to bottom: **Charles Bartoldus, Robyn R. Day and David M. King**

Not pictured: **Patricia Sobol**

Offices of the Commissioner, Regulations and Rulings, Field Operations, and Internal Affairs Washington, D.C.

In recognition of their commitment, dedication, and tireless efforts to satisfy the numerous statutory processes and requirements for developing regulatory requirements mandating electronic transmission to CBP of cargo information for merchandise arriving to, and departing from, the United States. The team overcame obstacles by providing in-person high level briefings and accommodating last minute requests from inter-agency reviewers. As a result, CBP will have necessary cargo information in formats compatible with its targeting tools and will have the opportunity to analyze and make determinations before potentially destructive cargoes reach our country, or before critical technology or monies to fund any future production of weapons of mass destruction ever leave the United States.

CBP Ambassador Award **Trade and Facilitation**



Upper row, left to right: **Peter Daniels, Richard Fuller, Anne Gardner, and Anita S. Harris**

Lower row, left to right: **Albert Queen, Jr., Leon Sample, and Russell A. Ugone**

Not pictured: **Cheryl Harbison**

Office of Strategic Trade

Importer Self-Assessment

In recognition of their outstanding teamwork in promoting the CBP initiatives to improve trade facilitation through the Importer Self-Assessment (ISA) program, allowing CBP to focus its resources on areas that present the greatest risk. The team forged partnerships with importers that have demonstrated high levels of compliance and readiness to take charge of their own compliance programs. The team expanded this concept by developing a landmark agreement with the American Petroleum Institute, establishing clearly defined expectations and tailored benefits of the ISA program for the entire industry. Their work represents the evolution of a CBP-trade relationship that encourages mutual respect and willingness to work together towards common goals. This template was used to develop similar standards for textile/wearing apparel importers, and is currently being used in the joint government-business working group for aerospace standards. The ISA program already has applications from 77 major corporations with a combined entered value of over \$134 billion.

CBP Ambassador Award **Trade and Facilitation**



Back row, left to right: **Jeremy Baskin, Keith A. Fleming, John J. Considine, Michael Craig, Rod MacDonald, and Michael P. Toms**

Center row, left to right: **Linda Riley, Howard Duchan, Gerard Bradley, Timothy Sushil, James N. Halpin, and Peter R. Alcocer**

Front row, left to right: **Carla D. D'Onofrio, Louritha Green, Cathy Saucedo, Deborah D. Ralston, and Joseph L. McCallion**

Inset: **James Swanson**

Not pictured: **Mary Ayling**

The Bio-Terrorism Act (BTA) Development Team

In recognition of their outstanding efforts in the development and delivery of critical standard operational procedures to implement the new import requirements as prescribed under the BTA. In cooperation with officials at the Food and Drug Administration (FDA), the team worked zealously to quickly address areas impacted by the BTA. The team addressed and resolved significant entry/cargo processing and safety/work issues including the adequacy of automated requirements (i.e., Automated Commercial System), and identifying appropriate CBP Officer training for commissioning as FDA inspectors.

CBP Ambassador Award

Inter-Governmental and Intra-Governmental Outreach



Maria Esther Reyna
Inspector
Los Angeles International Airport
Office of Field Operations

In recognition of her extensive work with foreign government officials and airline representatives to promote CBP initiatives and improve the inter-governmental program and intra-governmental relations. As a result of Ms. Reyna's accomplishments, numerous inadmissible aliens, bearing fraudulent documents, were intercepted prior to their arrival in the United States, saving significant human and financial resources which would have been required to inspect, process, detain, and remove inadmissible aliens.



Francis M. Walsh
Supervisory Inspector
Boston, Massachusetts
Office of Field Operations

In recognition of Mr. Walsh's leadership during a temporary assignment in Bagdad, Iraq, assisting the post-war Coalition Provisional Authority with opening the Bagdad International Airport. As the leader of a small, highly focused team, Mr. Walsh was responsible for identifying, security vetting, and training of 50 Iraqi customs and 30 Iraqi immigration officials in an international airport environment. Through his leadership, both passenger and cargo processing were greatly strengthened, while working with major safety concerns and with temperatures up to 120 degrees, without the benefit of air conditioning. We salute his valor, professionalism, and contributions to the CBP mission.

Leadership Award



Lev J. Kubiak
Special Agent
Office of International Affairs
Washington, D.C.

In recognition of his outstanding planning, leadership, and managerial ability in the implementation of the Container Security Initiative (CSI), established as a key component of President Bush's anti-terrorism program. Through his leadership style and management acumen, Mr. Kubiak made the coordination with foreign host legacy Customs and ministries, U.S. government colleagues and CBP personnel a success, and achieved the acceptance and implementation of the CSI concept in foreign locations. He is patient, thoughtful, and kind—treating everyone at all levels with complete respect. His abilities and professionalism make him an extraordinary leader who inspires the best in others.

Manager of the Year Award



Charles Bartoldus
Director, Border Targeting and Analysis
Office of Field Operations
Washington, D.C.

In recognition of his leadership, ability to motivate, and vast subject matter expertise—qualities that drive those that he works with to new heights. His ability to manage, together with his dedication and relentless determination, have provided critical contributions to the success of CBP's priority anti-terrorism mission. Under Mr. Bartoldus' leadership, the Office of Border Security became the National Targeting Center, moving from a tiny corner in the Ronald Reagan Building to a state-of-the-art facility in Northern Virginia. As a direct result of his efforts, CBP's Automated Targeting Systems are the frontline of the Department of Homeland Security's ability to stop terrorists and terrorist weapons from entering the United States. In addition, he serves as a key contact for numerous other programs including the 24 Hour Manifest Rule, the Trade Act, the Container Security Initiative Program, CBP Outbound Programs, and development of policies and procedures for CBP's response to heightened Homeland Security Alert Levels.

Innovation Award



Left to right: **Howard J. Alperstein, Stephen T. Billiter, Thomas L. Bush, Delores Hamm, Thomas J. Jesukiewicz, and Shien-Sen Perng**
Office of Strategic Trade

Quantitative Risk Assessment Methodology (QRAM) Software Program

In recognition of their exceptional initiative and talents in creating “QRAM,” a risk modeling system which scores and ranks the top 10,000 importers for risk of potential trade law violations, including fraud. The QRAM model is a key component in the selection of candidates for regulatory audit, providing a uniform and documented rationale for audit selection and enabling CBP to focus its limited audit resources on the areas and importers of greatest risk. The QRAM model has also dramatically shortened the development cycle for the annual audit plan, by electronically processing the enormous amount of relevant information and replacing levels of analysis that would have taken months to manually perform.

Innovation Award



Top row, left to right: **Roberta D. Cano, Bennie E. Franklin, Luz M. Galarza-Jauregui, Armando G. Lopez, and Eduardo A. Pinson.**

Bottom row, left to right: **William Rodman, Thomas R. Schmunk, Robert L. Schroeder, and Eutimia Shireman**

**Port of San Luis, Arizona
Office of Field Operations**

In recognition of their exemplary efforts to consolidate functions to effect “One Face at the Border”—resulting in a wide range of operational improvements. All nine first line inspection supervisors (from Immigration, AQI, and Customs) took ownership of two key tasks: consolidating passenger-processing operations and developing and delivering training to conduct secondary inspections. A single rotation schedule for both Customs and Immigration inspectional functions enabled a new team approach for conducting passenger operations. Additionally, cross-training requirements were identified, training plans developed and mutual training initiated. The efforts of these dedicated inspectors have transformed the operational culture at the Port of San Luis and have positioned the Port to fully embrace “One Face at the Border.”

Innovation Award



Raymond I. Pardo
Senior Inspection Specialist
Office of Field Operations
Newark, New York

In recognition of his design of an innovative and cost-effective technique to ensure container security and mitigate seal tampering opportunities. His technique, known throughout the maritime world as the “Pardo Hole,” will retro-fit existing containers at the cost of drilling a single hole through locking hardware. The DHS is currently securing a patent on the methodology.

Excellence in Management Award



Inset photos, left to right and down: **David Garza, Linda F. Barnett, Catherine M. Lynch-Cheyssial, Dolores Lane, Kristy L. Montes, Darlene Matthews-Sedwick, Tiffany Yvonne Wallace, and Larry L. White**
Group, left to right: **Alfred Furrs, Sophia Thornton, Franklin C. Jones, Adline Tatum, and David L. King**

Not pictured: **Gwendlyn Johnson and Ronald E. Niemann**

Offices of the Special Assistant to the Commissioner for Equal Employment Opportunity and Field Operations

In recognition of their exceptional efforts in achieving mission support reforms that have significantly increased the resolution of formal Equal Employment Opportunity (EEO) complaints filed by employees and applicants, resulting in an estimated savings of more than \$5 million. By implementing highly effective resolution techniques, conducting an extensive training campaign, and developing tailored problem-solving interventions, the EEO staff have enabled employees and managers to work through organizational issues and remain focused on the organizational mission. Their work in this area is exemplary and worthy of emulation.

Excellence in Management Award



Tanya E. Bennett

**Supervisory Personnel Management Specialist
Office of Human Resources Management
Washington, D.C.**

In recognition of her outstanding customer service and management of the Human Resources Management Employee Service Center. Through Ms. Bennett's efforts, the Employee Service Call Center was established to provide CBP employees and managers with immediate information and assistance regarding their personnel benefits and pay. Work processes and assignments were adjusted to streamline operations, improve the quality of work products, and provide employees with more challenging assignments. This is a group that is known for their teamwork and in particular, for making sure that all CBP employees are paid every pay period.

Anti-Terrorism Award



Standing left to right: **Justin C. Matthes, Thomas M. Jacobs, Jeffrey Colin Nii, Eugene C. Nivera, Troy P. Riley, Hugh Austin, Phil Lanfried, and Timothy J. Goyer**

Seated left to right: **Myra N. Perscky, Beverly Deadmon, and Diana M. Estevez**

Inset, top to bottom: **Lisa A. Clark, Kevin K. McAleenan, John J. Penswater, Jr., and Eric Shoberg**

National Targeting Center and Automated Targeting Systems

In recognition of their development of a fully integrated National Targeting Center (NTC), from blueprints to a state-of-the-art facility—making CBP's anti-terrorism mission a reality. Two major components of the DHS and CBP fight against terrorism are the NTC and the Automated Targeting Systems. This multi-discipline team led by OFO's Border Targeting and Analysis Branch, has been responsible for the successful implementation of a wide variety of CBP anti-terrorism initiatives in 2003. They have designed and implemented risk management systems for all modalities and environments, while improving data quality and reliability. They have hired the employees, built the buildings, and designed the computer rules that have become the yardstick by which all of DHS is measured.

Anti-Terrorism Award **Design Team**



Left to right: **Patricia Fitzpatrick, Glenn N. Ross, Vicki L. Hodziewich, Steve Dearborn, Jacquelyn M. Rizzo, and Cristin Fair**

Inset top to bottom: **Marc A. Hurteau, Camille Polimeni, Manuel Trujillo, Jr., and Cynthia A. Walters**

Not pictured: **Kathleen Sarten and Anabel B. Unwin**



Unified Primary Process

In recognition of their exceptional team efforts in the development of the Unified Primary Process, unifying legacy Customs and Immigration Inspectors in the primary inspectional areas, while creating a Counter-Terrorism Response Unit in Secondary. This accomplishment has allowed the inspectors in the field to focus on terrorism efforts together, as well as ensuring effective and efficient secondary referrals. An aggressive plan was developed which required that all airport inspectors be trained by December 31, 2003. This vision was then realized by the training efforts developed by the recipients of the next Anti-Terrorism Award.

Anti-Terrorism Award **Training & Implementation Team**



Left to right: **Wesley S. Windle, Lisa Gibbon Laing, James M. Hawkins, Janis M. Oehmann, Julie DeLoria, Winston E. Johnson, Janet W. Pence, and Jill M. Ippel**

Inset top to bottom: **Thomas Mickey Boyle, Marilyn Durant, and Ellen Mulvenna**

Not pictured: **Michelle Koncilja, Luke McCormack, and Allison M. Suliveras**
*Offices of Training and Development, Field Operations, and Information and Technology
Washington, D.C., and Newington, Virginia*

In recognition of their outstanding team efforts to speed development of new, urgently needed training to implement “One Face at the Border.” Since September 11, 2001, and the March 1, 2003, historic formation of CBP—combating terrorism remains top priority. The team developed training to execute Counter-Terrorism (C-T) Secondary and Unified Airport Primary—representing a major step toward CBP goals. Their team efforts resulted in the development of four training courses to implement C-T Secondary/Airport Primary in record time without established policy guidance and resolving IT systems issues to meet inspector needs. They received outstanding training feedback.

Anti-Terrorism Award



Left to right: **Robert A. LeGoff, David Staubly, and Chance Youngs**
Office of Field Operations
JFK International Airport
Newark, New York

In recognition of their outstanding examination and interview skills demonstrated during an enforcement action that led to the interception, identification, and ultimate arrest and indictment of a number of individuals, directly linked to an al Qaeda terrorist cell located in the Buffalo, New York, area. The indictment was for two counts of providing resources and material support consisting of the defendants training in the al Farooq camp in Afghanistan that was maintained by Osama Bin Laden and his organization. All defendants have pled guilty. The arrests and indictments received significant media attention.

Anti-Terrorism Award



Top row, left to right: **David W. Aguilar, Mario I. Agundez, Ronald D. Bellavia, Raymond E. Bresnahan, and Carlos Landin, Jr.**

Bottom row, Left to right: **Hector Mejia, John Eric Morris, Garret L. Neubauer, Matthew J. Roggow, and Timothy P. Sullivan**

Not pictured: **Ramiro Cerrillo, James D. Cody, Robert E. Lindemann, Kevin W. Oaks, Gus Reveles, and William T. Veal**

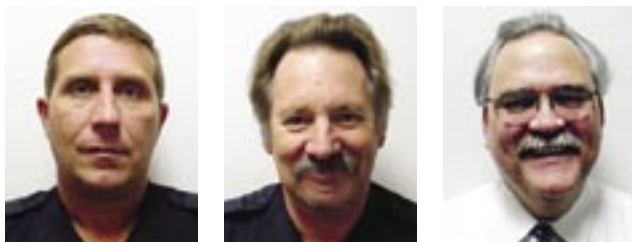
Office of Border Patrol

Tucson, Arizona

Operation Desert Safeguard

In recognition of their leadership and team work which mitigated the number of migrant deaths in the West Desert corridor through a significant reduction in illegal entries and increased rescues in the corridor. The Border Patrol assigned 160 agents to the corridor from the Tucson Sector; the Tucson Sector Border Search, Trauma, and Rescue Team; the El Paso Border Patrol and Tactical Unit; and the San Diego Sector. During the 4-month operation, which ended September 30, their impressive results translated into saved lives—migrant deaths dropped 37 percent to 55 from 90 in the previous year; rescues increased by 16 percent; known illegal entries were reduced by 52 percent; and 86 percent fewer abandoned vehicles were found.

Best Practices / Transition Award



Left to right: **Bruce A. Boswell, Francis L. Mullin, and Jose S. Ramirez**
Office of Field Operations
Miami, Florida

Miami Seaport Roving Patrol

In recognition of their exemplary team efforts in the establishment of a counter-terrorism posture within the Miami Seaport and efforts to disrupt established narcotics smuggling operations. The Rover Patrols consist of one legacy Immigration and one legacy Customs Inspector moving throughout the port/river areas in a marked patrol vehicle or vessel who aggressively address anti-terrorism, illegal immigration, and narcotics smuggling issues. During the first 90 days after the stand up of CBP, the patrol apprehended 161 individuals. They were also responsible for the detention and identification of SAYED-ABDUL MALIKE, an Afghan national who was later arrested by the Federal Bureau of Investigation as an individual planning terrorist activities in the Miami area. In this instance, the roving patrol worked closely with the CBP National Targeting Center, U.S. Coast Guard, U.S. Immigration and Customs Enforcement, and the Joint Terrorism Task Force.

Law Enforcement Officer Award



Domingo Cantú III
Inspector
Office of Field Operations
Hidalgo/Pharr, Texas

In recognition of his exceptional enforcement contributions and consistent willingness to achieve, which are driven by his personal pride and dedication to CBP. Mr. Cantú has distinguished himself through an incomparable work ethic, a true spirit of teamwork, and leadership. He was directly responsible for 21 drug seizures totaling nearly 438 kilograms of marijuana, 142 kilograms of cocaine, 31 kilograms of methamphetamine, and 2 kilograms of heroin. As the primary instructor for International Border Interdiction Training, he provided expertise in the application phase of the Passenger Interview and Vehicle Inspection Training, conducted at the Hidalgo/Pharr Port of Entry. He was also selected as a team leader of the newly-developed Terrorist, Drugs, and Fraud Enforcement Team.

Law Enforcement Officer Award



Left to right: **Paul Lewenthal, Steve R. Martinez, Michael G. Corley, and Samuel McClaren**

Inset: **Darryl Griffen**
Office of Border Patrol

Bi-National Liaison Program (BLP) El Centro Sector

In recognition of their outstanding efforts in support of bi-national border enforcement through the creation of the bi-national Liaison Program. This program displays a never before attained level of bi-national collaboration, intelligence sharing, and joint enforcement efforts between the United States and Mexico. This cross-border cooperation dramatically decreased illegal entries and border deaths in target corridors through the identification, apprehension, and prosecution of guides and smugglers in the Mexican judicial system.

Top Blue Eagle Award



Left to right: **Ricardo Acosta, Jose Franqui, Miguel Angel Garcia, Humberto Garza, Jr., and Armandina Saenz**
Office of Field Operations
Hidalgo/Pharr, Texas

In recognition of their outstanding enthusiasm, dedication, and team effort, resulting in the identification of a previously unknown host for the Mexican fruit fly. These officers conducted an intense 2-month inspection of fruit fly larvae on the truck beds of shipments of mixed commodities from Mexico, noting that manzano peppers were always in close proximity to the larvae, and that approximately 50 percent of the peppers were infested. The Smuggling and Interdiction Compliance unit was notified, and they were able to track down previous entries of manzano peppers in the market areas of Indiana, New York, North Carolina, Illinois, Texas, and Georgia. Shipments were seized and live Mexican fruit fly larvae were found in several of the shipments. The damage caused by fruit fly can easily amount to millions of dollars in production loss, fruit damage, and eradication costs. Since agriculture is a main component of imports to South Texas, this find is of vital importance to the agricultural industry.

Top Unit Citation Award



Back row, left to right: **Albert Mathalon, Dave Bello, Alexis M. Paul, Adam James Wysocki, and Robert P. Mueller**

Front row, left to right: **Joseph H. Klaus, William Young, Patricia McCauley, Maggie Myers, and John William Griffiths, III**

Inset top row, left to right: **Todd S. Horton and Lev J. Kubiak**

Inset bottom row, left to right: **Douglas Palmeri and Andrew M. Tammaro**

Not pictured: **Lou Bock**

Container Security Initiative Task Force

In recognition of their exceptional contribution to the Container Security Initiative (CSI), a key component of President Bush's anti-terrorism program that addresses the threat to border security and global trade posed by the potential for concealment of a weapon of mass destruction in a sea container. The task force negotiates with the customs and border administrations of various foreign governments to co-locate a multi-disciplined team with the host administration to jointly screen, target, and examine high-risk containers before they are loaded on board a ship for transit to the United States. The support provided by the CSI Task Force contributed to the successful implementation of CSI at ports worldwide; the collaboration with foreign governments through the signing of Declarations of Principles with 17 countries and the deployment of multi-disciplined teams to 17 ports, to date. The Task Force also developed the methodology to expand CSI to all major world ports.

Meritorious Service Award for Valor



Ray H. Witt
Agent
Office of Border Patrol
Calexico, California

In recognition of his commitment to the preservation of human life, regardless of the personal sacrifices and threats. Mr. Witt received information that a vehicle had driven into the All American Canal, and upon his arrival he found the vehicle upside down and completely submerged in 5 feet of water. Fighting off the effects of the cold, murky waters and lack of oxygen, Mr. Witt rescued a woman and two children from the car while fellow Calexico agents provided emergency medical aid on the canal bank. Increasingly frustrated, cold and disoriented, he continued his futile attempts to save the life of the final victim of the accident—stopping only upon the arrival of the local Fire Department Captain. Due to the amount of time that the final victim was under water, the instability of the vehicle, and the fatigue of Mr. Witt, there was no hope for the remaining victim. Mr. Witt was taken to the Calexico Station and received medical treatment for hypothermia and a cut hand.

Special Recognition



Left to right: **Tanya E. Bennett, Jerry Petty, Robert P. McMullen, Christine E. Gaugler, Ann Bachand, and Terra L. Richardson**

Inset, top to bottom: **Ellen Mulvenna** and **Betty A. Rolves**

Not pictured: **Victoria L. Harrison** and **Barbara Zakrison**

The “10/5 Transition Group”

In recognition of their teamwork, creativity, and dedicated efforts to successfully move more than 20,000 employees into Customs and Border Protection in October 2003. They established our organization, ensured that employees received their correct pay, and provided appropriate systems access. While administrative processes are often taken for granted, it is because of efforts such as these that our frontline employees can focus on our priority anti-terrorism mission.

Newton Arrak Award



Herbert L. Williams
Supervisory Agent



Robert Arnold, Jr.
Senior Agent

Office of Border Patrol
El Paso, Texas

In recognition of their highest acts of bravery and heroism during the pursuit of a narcotics vehicle back to the Rio Grande River after it illegally entered the United States with 1,900 pounds of marijuana. The armed occupants abandoned the vehicle, before crossing back into Mexico and turning to direct withering fire on Agent Arnold and his partner, Agent Valerie Jaramillo. The coordinated actions of Agents Williams and Arnold, including return of fire and covering fire allowed Agent Arnold to extract and drive his partner to a medical helicopter using Agent Williams vehicle. Agent Williams held off the assailants while under the remaining cover. Agent Jaramillo recovered from her wounds.

Integrity Award



Stephen Thorne
Agent
Office of Border Patrol
Dallas, Texas

In recognition of his dedication and commitment to the integrity of CBP and the federal work force. Agent Thorne is a 14-year veteran who has demonstrated his commitment to the agency's core values—Vigilance, Service, and foremost, Integrity—when he reported an attempted bribe from a store clerk interested in obtaining authentic Resident Alien Cards for himself and six friends. Immigration checks were completed, and it was determined that four were F-1 Student Overstays from Bangladesh and that two were M-1 Flight School Overstays from Sri Lanka. In light of the tragic events of September 11, 2001, and that two of the individuals were flight school students, the operation was quickly ended. Prior to any of the seven going to a Federal Jury Trial, all pled guilty and were charged with Offering a Bribe to a Federal Official.

In Memoriam



James P. Epling
Agent

On the evening of December 16, 2003, Agent Epling disappeared while in foot pursuit of several illegal aliens along the Colorado River. Agent Epling, assigned to the Yuma Border Patrol Sector in Yuma, Arizona, was working near Andrade, California, when he was last seen attempting to apprehend a group of illegal aliens along the banks of the Colorado River. Moments prior to his disappearance, Agent Epling entered the swift, cold waters of the Colorado to rescue a female alien in distress.

Once the woman was safe, Agent Epling pursued four other individuals he observed running south toward Mexico along the riverbank in an attempt to escape arrest—this was the last time Agent Epling was seen alive. After 3 days of searching, Agent Epling's body was recovered. Agent Epling is survived by his wife, who is 8 months pregnant, their three children and his parents.

Special Thanks

Announcer	Mike Handley
Honor Guard	CI Ricardo Alarcon SCEO Gregori Garcia FOS Joe Gonzales CEO Araceli Munoz SPA Henry O. Naegele SPA Armando Ontiveros
Human Resources	Wanda Dudley Thomas France Timothy May
Field Operations.....	Joy Estevez Priscilla Lyles Robert Frierson
Public Affairs.....	Elysa Cross Richard Greene Christiana Halsey Shameka Johnson
Finance.....	Rob Cooper Carolyn Shaffer Trish Mancuso Patricia Todaro Kirk Washington Robert Washington Marilyn Wilham Paul Witzkoske
Photography	Gerry Nino James Tourtelotte
Video Services	Barry Carmick Chuck Csavossy Bill Dobbs George Felton Bob Frongello Michael Pope Mark Vyrros
“The President’s Own”	U.S. Marines Brass Quintet

